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FIG. 6

Application Designer-Untitled-RC_CASE_HD.ENG(Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

RC_CASE_HD.ENG (Page)

Page Designer Order

610

620

630

640

650

660

Ready



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FIG. 8

275

Administer Personalization Opt.-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Address http://localhost:7001/scripts/clientzertflet/peopleconf8/?cmd=star&

Home View Worklist Help Sign Out

Administer Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS	Accessibility Features	820	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
ADBTN	Tab over Add/Del Buttons(+/-)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RM
ADES	Afternoon designator (PM, pm)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$
CALBTN	Tab over Calendar Button	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	L
CSYM	Currency Symbol	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	.
CSYM	Currency Symbol	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	M
DCSP	Decimal Separator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
DFRMT	Date Format	810	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
EXPENT	Expert Entry	820	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
GRDTAB	Tab over Grid Tabs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
HDRICN	Tab over Header Icons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
LKPBTN	Tab over Lookup Button	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PST
LITZONE	Local Time Zone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AM
MDES	Morning designator (AM, am)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Done Local intranet



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FIG. 10A

Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://localhost:7001/scripts/clientsear/peoplesoft/cmd-starta

Home View Worklist Help Sign Out

PEOPLE
Soft

Home>PeopleTools>Maintain Security>Use>My Profile

General Profile Information

Oprid for CRMSKT, CRMQABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code:

Set Personalizations

Email

Email Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID:

From Date: (example: 12/31/2000)

To Date: (example: 12/31/2000)

Miscellaneous User Links

Local intranet

1005

1010

1020

270



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FIG. 10B

1030

1060

270

1040

1050

830

Local intranet

Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/seriela/ieinternet/peoplesoft/?cmd=start&

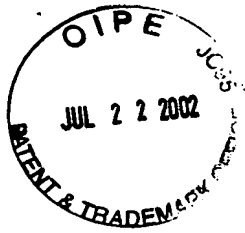
Home View Worklist Help Sign Out

Home>PeopleTools>Maintain_Security>Use>My Profile

Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input type="text"/>
Afternoon designator (PM, pm)	PM	<input type="text"/>
Currency Symbol	\$	<input type="text"/>
Currency Symbol Position	Leading	<input type="text"/>
Decimal Separator	MM/DD/YY	<input type="text"/>
Date Format	/	<input type="text"/>
Date Separator	Pacific Time, Tijuana	<input type="text"/>
Local Time Zone	AM	<input type="text"/>
Morning designator (AM, am)	Yes	<input type="text"/>
Multiple Row Insert	Yes	<input type="text"/>
Save Configuration	Yes	<input type="text"/>
Save Warning	Yes	<input type="text"/>
Time Format	h:mm:ss(8:05 AM)	<input type="text"/>
Time Separator	:	<input type="text"/>
Thousand Separator	,	<input type="text"/>
Use Local Timezone	Yes	<input type="text"/>

Explain



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FIG. 12

1200

Application Designer-Untitled-RC_CASE_HD.ENG(Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

Page Designer Order 1220 1230 1240

Lvl	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field
1	1250	SubPage	EMP_INFO_GBO	DERIVED_RC_C				CUST_INFO
2	1210A	Employee Informal Group Box	EMPLID	DERIVED_RC_C				
3		Edit Box	CASE_CONTACT	RC_CASE				
4	1210B	Edit Box	NAME_SEARCH	DERIVED_RC_C				
5		Edit Box	PERSON_ID	RC_DRILLDOWN				
6		Edit Box	RC_BU_DESCR	DERIVED_RC_C				
7		Edit Box	BUSINESS_UNIT	RC_CASE				
8	1210J	Edit Box	DEPTID	RB_WORKER				
9		Edit Box	LOCATION	RB_WORKER				
10		Edit Box	PHONE_TYPE	DERIVED_RC_C				
11	1210K	Drop Down List	PHONE_TYPE	RC_CASE				
12		Edit Box	BUSINESS_UNIT	DERIVED_RC_C				
13	1210R	Drop Down List	PHONE	DERIVED_RC_C				
14		Edit Box	EXTENSION	DERIVED_RC_C				
15		Edit Box	E_ADDR_TYPE	DERIVED_RC_C				
16		Drop Down List	E_ADDR_TYPE	RC_CASE				
17		Edit Box	EMAIL_ADDR	DERIVED_RC_C				
18		Edit Box	RC_CONTACT_M	RC_CASE				
19		Drop Down List	RC_CONTACT_I	DERIVED_RC_C				
20		Edit Box	RC_CONTACT_I	RC_CASE				
21		Edit Box	CONTACT_ID	RC_CASE				
22		Edit Box	ALT_NAME-SEA	RC_ALT_CMT				
23		Edit Box	PROBLEM_INFO	DERIVED_RC_C				
24		Problem Informal Group Box	RC_PRODUCT_I	DERIVED_RC_C				
25		Edit Box	PRODUCT	RC_CASE				
26		Edit Box	PRODUCT ID	RC_CASE				

1210Z

Ready

Build Find Object References Upgrade Results Validate

CR8000CA NUM



FIG. 13A

Administer Personalization Opt - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Search History Favorites Address http://localhost:7001/services/clientserver/peoplesoft/cmd=start&

Go Links

Home View Worklist Help Sign Out

PEOPLE
Soft

Address Info

Address Seq: 1

View All First 1 of 1 Last

Address Detail

Effective Date: 07/25/2001

Active

Status: 1208

Address ID: 1330

Description:

Country: USA United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Submit 1335

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Phone Info

View All First 1 of 1 Last

Phone Type Description Primary Prefix Int'l Telephone Extension

Business Desk 001 925 694 9479

Phone Extension

Done Local intranet

1310

1340

1350

255



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FIG. 13B

Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home Work Links

Address http://localhost:7001/services/identityserver/peoplesoft/?cmd=start&

Home View Worklist Help Sign Out

PEOPLE
Soft

Address Info View All First 1 of 1 Last

*Address Seq: 1 + -

Address Detail View All First 1 of 1 Last

*Effective Date: 07/25/2001 + -

*Status: Active + -

*Address Type: Business 1208 + -

*Address ID: 1330

Description:

Country: USA United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

Phone Info View All First 1 of 1 Last

*Phone Type Description Int'l Telephone Phone Extension

Business Desk ☒ 001 925 694 9479 + -

Done Local intranet

1310 1340 1350 255



Address Detail

1310

255

*Effective Date: 07/25/2001 1360

*Address Type: Business 1320

Description:

Country: 1350 USA United States

Address 1: Peoplesoft Parkway

*Status:

*Address ID:

FIG. 13C



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FIG. 13D

Administer Personalization Opt - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: <http://localhost:7001/seriele/clicen/seriele/peoplesoft/7cmd=start&...>

Home View Worklist Help Sign Out

PEOPLE Soft

Address Info View All First 1 of 1 Last

*Address Seq: 1

Address Detail View All First 1 of 1 Last

*Effective Date: 07/25/2001 *Status: Active

*Address Type: Business *Address ID: 1320 1330

Description:

Country: USA United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Trijuna

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

Phone Info View All First 1 of 1 Last

*Phone Type Description Int'l Telephone

Business Desk Primary Prefix 001 925 694 9479

Phone Extension

Done Local intranet

1310

1340

1350

255



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FIG. 13E

Self Service User Profile-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address <http://localhost:7001/services/calendarberry/peoplesoft8/?cmd=start&> Links

Home View Worklist Help Sign Out

Home>PeopleTools>Maintain Security>Use>My Profile

Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input type="checkbox"/> Explain
Tab over Add/Del Buttons (+/-)	No	<input type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/> Explain
Tab over Calendar Button	No	<input type="checkbox"/> Explain
Currency Symbol	\$	<input type="checkbox"/> Explain
Currency Symbol Position	Leading	<input type="checkbox"/> Explain
Decimal Separator	.	<input type="checkbox"/> Explain
Date Format	MM/DD/YY	<input type="checkbox"/> Explain
Date Separator	/	<input type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/> Explain
Morning designator (AM, am)	AM	<input type="checkbox"/> Explain
Multiple Row Insert	Yes	<input type="checkbox"/> Explain
Save Configuration	Yes	<input type="checkbox"/> Explain
Save Warning	Yes	<input type="checkbox"/> Explain
Time Format	h:mm:ss(8:05 AM)	<input type="checkbox"/> Explain
Time Separator	:	<input type="checkbox"/> Explain
Thousand Separator	,	<input type="checkbox"/> Explain

1370

Local intranet



FIG. 14A

Permission Lists-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home A&A

Address http://localhost:7001/service/clientservlet/peoplestart

Home View Worklist Help Sign Out

Home>PeopleTools>Maintain Security>Use>Permission Lists

General Pages PeopleTools Process Sign-on Times

Permission List: ALLPANLS

Description: All Panels

Menu Name	Find	View	All	First	1-65 of 65	Last
ADMINISTER_SECURITY	+	-	1495			
APPLICATION_ENGINE	+	-	1420A			
APPMONITOR	+	-	1420B			
CALLCENTER	+	-	1410			
CIC_PAGELETS	+	-	255			
ENV_SCHEMA_MAP	+	-	1420P			
CRM_OPEN_WORKLIST	+	-				
CRM_PORTAL_COMPONENTS	+	-				
CRM_TRANSFORM_UTILITY	+	-				
CTI_CONFIGURATION	+	-				
CUBE_MANAGER	+	-				
EDI_MANAGER	+	-				
ESTABLISH_BUSINESS_UNITS	+	-				
MAINTAIN_PRODUCT_CONFIGURATOR	+	-				
MAINTAIN_SECURITY	+	-				
MAINTAIN_SOLUTION	+	-				

Done



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FIG. 14B

1470

Grid Properties

General Columns Label Use

General Attributes

Main Record: PSACLMEMU

Page Field Name: PSACLMEMU

Occurs Level: 1

Occurs Count: 15 1480

☐ Unlimited Occurs Count (rows)

1490

OK Cancel

270



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FIG. 17A

275

Component Properties

General Use Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page-- Message Set/Nbr: 124 62

Link To Access Search Page-- Message Set/Nbr: 124 63

Instructional Text-- 1710 Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry 1730

Toolbar

Selected Toolbar Actions: 1720

☒ Save

☐ Return to List

☐ Next in List

☐ Previous in List

☐ Next Page in Component

☐ Previous Page in Component

☒ Refresh

☒ Disable Toolbar

☐ View Worklis

☐ Next in WorkList

☐ Previous in WorkList

☐ Add

☐ Update/Display

☐ Update/Display All

☐ Correction

1740

OK Cancel



FIG. 17B

255

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites A-aa

Address http://localhost:7001/serrieda/clientservlet/peoplesoft/cmd=starla

Home View Worklist Help Sign Out

PEOPLE Soft

Address Info

Address Seq: 1 View All First 1 of 1 Last

Address Detail

*Effective Date: 07/25/2001

*Address Type: Business

Description:

Country: USA United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

*Status: Active

*Address ID: 1208

1770

1780

1790

Submit

Expert Entry 1760

Phone Info

Phone Type Description

Business Desk

Primary Prefix

001

Telephone

925 694 9479

Int'l

Phone Extension

1760

Done Local intranet